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October 31, 2003

ATTORNEY DOCKET NO. 08516.0005  
CUSTOMER NO. 22,852



Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

New U.S. Patent Application  
Title: IDENTIFYING SOLUTIONS TO COMPUTER  
PROBLEMS IN MAIN SYSTEM BY SERVICE SYSTEM  
Inventor: Thomas AREND

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application- 40 pages, including 3 independent claims and 17 claims total.
2. Drawings- 15 sheets of drawings (Figures 1-15).
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$770	\$ 770.00
	Number of Claims		Basic	Extra Claims		
Total Claims	17	-	20	0	x \$18	0.00
Independent Claims	3	-	3	0	x \$86	0.00
<input checked="" type="checkbox"/> Presentation of Multiple Dep. Claim(s)					+\$290	290.00
Subtotal						\$ 1,060.00
Reduction by 1/2 if small entity						-
TOTAL APPLICATION FILING FEE						\$ 1,060.00

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4. A check for \$1,060.00 is enclosed. The fee includes:

\$770.00 filing fee; and  
\$290.00 multiple dependent claims fee.

**Applicant claims the right to foreign priority based on EP Patent Application No. 02024531.2, filed October 31, 2002, in Europe.**

Please address all correspondence with respect to this application to:

Finnegan, Henderson, Farabow,  
Garrett & Dunner, L.L.P.  
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Washington, D.C. 20005-3315

This application will be completed in accordance with 37 C.F.R. § 1.53(f) upon receiving a Notice to File Missing Parts of Application.

Please accord this application an application number and filing date.

The Commissioner is hereby authorized to charge any additional fees due and any other fees under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

By: 

C. Gregory Gramenopoulos  
Reg. No. 36,532

CGG/MED:srd  
Enclosures